

Corporate Learning Course

LESSON PLAN

Mission Support Functions

DURATION: 5 hours 20 minutes

TEACHING METHOD: Lecture/Discussion/Case Study

REFERENCES: CAPR 5-4, Publications and Blank Forms Management, CAPR 10-1, Preparing and Addressing Correspondence, CAPR 10-2, Files and Maintenance Disposition, CAPR 10-3, Administrative Authorizations, CAPM 20-1, Organization of Civil Air Patrol, CAPR 20-3, Charters and Other Organization Actions, CAPR 35-2 Notification Procedures in Case of Death, Injury, or Serious Illness, CAPR 35-3 Membership Termination, CAPR 35-5 CAP Officer and Non-Commissioned Officer Appointments and Promotions, CAPR 39-1, Nondiscrimination in Federally Assisted Programs, CAPM 39-2 CAP Membership, CAPR 66-1, CAP Aircraft Maintenance Management, CAPM 67-1 CAP Supply Manual, CAPM 67-2, CAP Aircraft Parts Supply Depot, CAPR 67-4 Acquiring, Reporting, and Disposing of Corporate Aircraft, CAPM 77-1, Operation and Maintenance of CAP Owned Vehicles, CAPR 87-1, Acquiring and Accounting of Real Estate and Facilities for CAP, CAPR 111-1, Qualifications and Duties of Legal Officers, CAPR 112-9, Claims, Demands, and Legal Actions for or Against the CAP, the USAF, and the United States, CAPR 123-2, Complaints, CAPR 123-3, CAP Assessment Program, CAPM 173-1, Financial Procedures and Accounting Report for Units Below Wing Level, CAPR 173-2, Financial Procedures for CAP Regions and Wings, CAPR 173-3, Payment for CAP Support, CAPR 173-4, Fund Raising/Donations, CAPM 190-1, CAP Public Affairs Program, CAPR 265-1 CAP Chaplain Service, CAPR 265-2, The Covenant and Code for Chaplains of the CAP, CAPR 900-5, The CAP Insurance/Benefits Program, CAPR 900-6, Hull Self Insurance, CAPR 900-7, Vehicle Self Insurance, CAPP 34, Public Affairs Officer's Handy, Dandy Quick Guide, CAPP 50-3, CAP Cadet Protection Training Instructor's Guide and Student Materials, CAPP 50-6 Cadet Protection Policy for Parents and Leaders, CAPP 265-1, CAP Chaplain Service, CAPP 265-2, CAP Values for Living and Ethics for Command, CAPP 265-4, CAP Chaplain Service Handbook, Legal Officer Handbook (no publication number), **slide/transparencies summary (Instructor Guide, page 103)**

TEACHING AIDS: Student guide, slide/transparencies presentation (available from director)

READING ASSIGNMENT: Section overview, found in student guide

Lesson Objective:

Explain how the mission support functions support the three mission elements of the wing. (ref: CAPR 50-17, Chap 5, para 5-3a)

Behavioral Objectives:

Member Services and Administration

1. Describe the wing administrative functions. (ref: CAPR 5-4, CAPR 10-1, CAPR 10-2, CAPR 10-3)
2. Describe the guidance and policy procedures the administrative function performs. (ref: CAPR 10-1, CAPR 10-2)
3. Describe the computer methods (information management) which the wing uses to enhance the administration of the wing.

4. Describe the key processes of the wing, and what information from the squadrons is needed to complete those processes.
5. Discuss what assistance the administrative office of the wing can provide to the units.
6. Describe the personnel functions at the wing, and what information is needed from the units to complete those functions. (ref: CAPM 20-1, CAPR 35-2, CAPR 35-3, CAPR 35-6, CAPR 39-1, CAPM 39-2, CAPR 39-3)
7. Describe the wing's role in the adverse member action processes.. (ref: CAPR 35-3)
8. Describe the wing personnel function's role regarding the CAP grievance/complaints program. (ref: 'Inspector General segment)
9. Describe the committees which the personnel office of the wing is part of: (ref: CAPR 35-6, CAPM 39-2, CAPR 39-3)
10. Discuss the wing Personnel staff's involvement with recruiting and retention. (ref: CAPM 39-2, CAPR 33-1)
11. Discuss the wing's involvement with the following charter and organizational actions: (ref: CAPR 20-3)
12. Discuss the wing personnel key personnel policies
 - a. Death and serious injury notification
 - b. Nondiscrimination and equal opportunity
13. **Discuss how these actions support CAP's three main missions.**

Logistics

1. Discuss the different components included in the wing LG function: (ref: CAPR 66-1, CAPM 67-1, CAPM 67-2, CAPR 77-1, CAPR 87-1,
2. Give examples of how the wing's non-expendable property is managed. (How equipment is tracked and managed) (ref: CAPM 67-1)
3. Discuss how the wing manages the issue of supplies. (ref: CAPM 67-1)
4. Explain the conditions necessary to issue/recall equipment with a squadron. (ref: CAPM 67-1)
5. Describe how the squadrons' annual "wish lists" are used. (ref: CAPM 67-1)
6. Outline the "report of survey" program for missing or stolen equipment. (ref: CAPM 67-1)
7. Discuss the need to ensure that CAP property is used only in the accomplishment of CAP missions. (ref: CAPM 67-1)
8. Discuss the wing's: (ref: CAPM 67-1, CAPM 67-2, CAPR 77-1, CAPR 87-1)
9. Relate how the wing's corporate aircraft are managed: (ref: CAPR 66-1, CAPR 67-4)
10. Discuss the aircraft inspection program. (ref: CAPR 66-1)
11. Discuss the aircraft maintenance that the wing performs, if any.
12. Discuss how aircraft maintenance is contracted
13. Discuss aircraft maintenance reimbursement procedures (brief).
14. Discuss wing specific requirements.
15. **Discuss how these actions support CAP's three main missions.**

Legal Issues

1. Discuss the role of the Wing Legal Officer and how his/her efforts protect the wing's members. (ref: CAPR 111-1, CAPR 112-9, Legal Officer Handbook {no number attached})
2. Discuss the wing legal officer's role with regard to state governmental relations.
3. Discuss the services available to squadrons from the wing legal office.
4. Discuss the relationship between the wing legal officer and higher echelons (region legal officer and HQ CAP/GC)
5. Describe the wing legal office's role in administering the adverse member actions program.

6. Discuss the wing's legal position on the following issues: (ref: CAPR 39-2, CAPR 52-16, CAPR 62-2, CAPR 111-1, CAPR 112-9, CAPR 123-2, CAPR 50-13, CAPR 50-6, CAPR 110-1, Legal Officer Handbook)
 - a. cadet protection
 - b. mission liability
 - c. general liability
 - d. sexual harassment/discrimination
 - e. equal employment opportunity , if appropriate
 - f. current legal issues of importance to wing members, if appropriate
7. Describe the different CAP insurance and federal benefit policies which cover members (ref: CAPR 900-5, CAPR 900-6, CAPR 900-7)
8. Discuss what is normally covered/not covered by CAP liability policies.
9. Describe instances in which squadrons could put their coverage at risk.
10. Provide examples of when CAP insurance policies can benefit members.
11. Describe the legal officer's role in implementing these policies. (ref: CAPR 111-1, Legal Officer Handbook)
12. **Discuss how these actions support CAP's three main missions.**

Training

1. Discuss the wing's training philosophy: (ref: CAPM 50-15, CAPR 52-16, CAPR 50-17, CAPR 280-2)
2. Discuss how the wing training program supports unit training efforts.
3. Identify the different wing/region generated training programs available to supplement national and unit training programs.
4. Describe how the wing assists instructors at the unit level.
5. **Discuss how these actions support CAP's three main missions.**

Finance

1. Describe how the wing budget is determined.
2. Discuss the operations of the Wing Finance Committee. (ref: CAPR 173-2)
3. Discuss how wing finance supports wing and unit fundraising efforts, and describe wing fundraising policies. (ref: CAPR 173-4)
4. Discuss what the wing does to train and support the unit finance officers.
5. Discuss how annual squadron audits are utilized by the wing. (ref: CAPM 173-1, CAPR 173-2)
6. Discuss wing finance policies for: (ref: CAPM 173-1, CAPR 173-2, CAPR 173-3)
 - a. SAR
 - b. Counter Drug
 - c. Orientation Flights
 - d. Member/Unit reimbursement procedures
 - e. etc.
7. **Discuss how these actions support CAP's three main missions.**

Marketing/Public Relations

1. Describe the wing's public relations program. (ref: CAPM 190-1, CAPP 34)
 - a. internal (describe internal PR vehicles)
 - b. external (describe external PR vehicles)
2. Discuss how the wing supports the squadron's local PR programs. (ref: CAPM 1901-)
3. Describe how the wing PR function operates during actual missions. (ref: CAPM 190-1)
4. Describe the wing's relationship with state and regional media outlets.
5. Discuss PA involvement with fundraising and government relations activities, and why these are important to squadrons.
6. Discuss wing support in the recruitment and training of qualified Marketing/Public Relations staff members at the squadron level.
7. Describe how the wing utilizes the public relations materials available through NHQ, and how these materials are used to support squadron activities. (ref: CAPM 190-1)
8. **Discuss how these actions support CAP's three main missions.**

Chaplain Service

1. Provide a brief overview of the wing Chaplain Service program.
2. Discuss the chaplains' role with regard to: (ref: CAPR 265-1, CAPR 265-2, CAPP 265-1, CAPP 265-4)
 - a. Emergency Services
 - b. Aerospace Education
 - c. Cadet Program (other than involvement in the moral leadership program)
 - d. Assistance to the Air Force Chaplain Service at the base level
3. Discuss the effectiveness of the wing's moral leadership program and how squadrons can use moral leadership development in the cadet program. (ref: CAPR 52-16, CAPR 265-1)
4. Relate how chaplains and commanders can have an effective working relationship. (ref: CAPR 265-1, CAPR 265-4)
5. Describe how the wing and squadrons can effectively recruit and use chaplains.
6. Discuss how the wing trains unit chaplains and Moral Leadership Officers (MLO's) (ref: CAPR 50-17, CAPR 265-1, CAPP 221, CAPP 265-1)

Inspection

1. Describe the wing's unit inspection program. (ref: CAPR 123-3)
2. Discuss the wing's self assessment program. (ref CAPR 123-3)
3. Describe the wing's grievance/complaints program. (ref: CAPR 123-2)
4. Discuss problem areas/outstanding programs found within the wing.
5. Discuss the Inspector's involvement in the no-notice safety inspection program. (ref: CAPR 60-2)
6. Describe how units can access the wing's IG system for assistance and advice.
7. Discuss the importance of the wing inspection program with regard to the safety and quality assurance of wing and squadron programs.
8. **Discuss how these actions support CAP's three main missions.**

STRATEGY:

This segment should ideally be taught by a group of presenters specializing in the areas covered, each member should be thoroughly familiar with wing procedures and have an understanding of the nature of the relationship between the squadron and the wing. The purpose of this segment is to introduce the students to Mission Support and the functional areas encompassed within this broad area. It is also important to impress upon the students how important Missions Support is to the accomplishment of CAP's three primary missions.

The teaching outline provides an introduction, outline of the main points, and conclusion which should be adapted as needed to meet the needs of the particular wing. The points outlined in bold face must be covered, and those in plain face may be covered if the instructor feels the points are pertinent to their wing or there is extra time. We recommend that the lesson be personalized by the presenter(s) to reflect the unique characteristics of the wing.

The comments should be brief, while still meeting the learning objectives. Every effort should be made to accomplish at least two of the case studies during the segment, because they will enable the students to apply the information they have learned in the lecture.

LESSON OUTLINE**MAIN POINTS****Member Services and Administration:**

- I. The Administrative function as performed at the wing level
- II. The Personnel function as performed at the wing level
- III. How these actions support CAP's three main missions

Logistics:

- I. The different components included in the wing logistics function
- II. Management of equipment and supplies
- III. Wing programs
- IV. Aircraft maintenance
- V. How these actions support CAP's three main missions

Legal:

- I. The role of the Wing Legal Officer
- II. Wing's legal position on vital issues
- III. Insurance issues
- IV. How these actions support CAP's three main missions

Finance:

- I. Wing finance functions
- II. Wing finance policies for:
- III. How these actions support CAP's three main missions

Marketing/Public Relations:

- I. The wing public relations program
- II. Program administration
- III. How these actions support CAP's three main missions

Chaplain Service:

- I. The Chaplain Service
- II. The Wing Chaplain's role
- III. Program Administration

Inspection:

- I. The Inspector General program
- II. Safety issues
- III. Administration
- IV. How these actions support CAP's three main missions

Corporate Learning Course

TEACHING OUTLINE

Mission Support

Lesson Objective: Explain how mission support functions support the three mission elements of the wing.

ATTENTION: Mission support is the glue that holds all CAP operations together. Without Logistics and Supply we wouldn't have the airplanes to fly. Without Finance, we wouldn't have the money to fund the missions. Without Inspection, we couldn't ensure quality control. These are just a few of the necessary jobs CAP needs to keep the organization together.

MOTIVATION: Nearly every member at one point in their CAP career will hold a job in a mission support area. And, these areas are important to the wing and squadrons because their efficient performance ensures the smooth operation of the units. Members are assigned, trained, promoted and rewarded. Equipment and facilities are procured and maintained. Our debts are paid, and the members' are reimbursed.

Each one of these jobs, and many others is within the purview of Mission Support. While these functions at the unit level focus primarily on the operation of the unit itself, these functions at the wing level must coordinate the functions of all units beneath it – juggling resources and priorities to make sure that the wing functions as efficiently as it can.

OVERVIEW: Over the next several hours you will learn about the wing administration of several mission support areas. You will learn what the wing does in each area, but more importantly, you will grow to understand why. As you go through the classes, recognize the mission support areas – not as hindrances – but as resources you can use to accomplish the main missions of CAP more effectively.

BODY

Case Studies

Questions for facilitation

CONCLUSION

SUMMARY: Mission support encompasses all aspects of wing operations. Each specialty contributes to the accomplishment of the three main missions. The administration of a wing is particularly affected by the accomplishment of Mission Support, and how they administer these programs directly affects squadron operations: the quality of training and oversight, the issue of equipment and supplies, the assignment of staff, and the level of quality assurance.

CLOSURE: (INSTRUCTOR NOTE) Develop your own closing statement to tie your CLC together. Draw from personal experience and the lessons learned over the weekend.